Avaya Softconsole FAQs

User Interface/ Busy Lamp Field	**Q**	How can I reduce the number of call appearances?
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support. The Appearances tab in Configuration Manager allows you to select either 2 or 6 call appearances.
	Q	The font size for the application is too small.
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support. This release supports Windows System fonts (and sizes). The Appearances tab in Configuration Manager allows you to select the font type and font size.
	Q	I cannot see any entries for this directory.
	A	Run MDAccess Settings in MasterDirectory and verify the directory fields are added in the Display Fields tab.
	Q	I cannot dial from this directory.
	A	Run MDAccess Settings in MasterDirectory and verify the "Dial" field is correctly mapped to your telephone number.
	Q	How can I search on both first and last name?
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support. This release supports partial search (a.k.a. "double barreled"). For example, typing "smi j" will select "Smith Jack."
	Q	Why does Softconsole transfer external calls before I have finishing dialing?
	A	This occurs when you dial an external call using Trunk Access Codes, and AutoStart is enabled on the Avaya Media Server, and AutoTransfer is enabled on Softconsole. To prevent this from occuring: 1. Close Softconsole and turn on the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\eConsole\Common\operations\valid\EnableQueueDigits = 1 2. Restart Softconsole. 3. On an active call you want to transfer, press "+" on the numeric keypad, followed by the digits you need to dial. These digits will not be displayed until you press "+" again, and then the digits will be dialed.

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Avaya Softconsole FAQs

User Interface/ Busy Lamp Field	**Q**	How can I keep “NumLock” turned OFF?
	A	“NumLock” can be kept OFF by changing a registry key with the following steps: 1. Close Softconsole and turn off the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\eConsole\Common\operations\valid\ResetNumlock = 0 2. Restart Softconsole. Please note that Softconsole requires “NumLock” be turned ON to dial a number from the Numeric Keypad. Also, whenever Softconsole starts, “NumLock” will be turned on until you manually turn it off.
	Q	I want the highlighted entry in the directory to remain highlighted and not default back to the first entry of the directory?
	A	In order to have this functionality you must change a registry key. Follow these steps: 1. Close Softconsole and turn off the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\eConsole\Common\operations\valid\DirReset = 0 2. Restart Softconsole. Now when you have a highlighted entry in the directory, it will remain highlighted until you select another entry or perform a new search.
	Q	When I am logged into Softconsole, I cannot dial from the Hundreds Group/Busy Lamp Field (BLF).
	A	Upgrade to the latest release of Softconsole. When you login to Softconsole, the Hundreds Group/Busy Lamp Field displays an accurate status, and stations can be dialed from this grid.

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Avaya Softconsole FAQs

User Interface/ Busy Lamp Field	**Q**	When I right click on any extension from the Hundreds Group/Busy Lamp Field (BLF), the information is not displayed for that extension.
	Q	When I right click on any extension from the Hundreds Group/Busy Lamp Field (BLF), the information is not displayed for that extension.
	A	• The Directory containing the extension in question should be configured as the default directory using Configuration Manager. • Run MDAccess Settings in MasterDirectory and verify the "Switch Phone Extension" field is mapped correctly to your telephone number. • If a 7-digit dial plan is used, and the dial plan parameters include a dash, dot or space, the "Phone Number Format" field in MasterDirectory should be changed to "Any Characters" instead of "Numeric" format.
	Q	If there is a leading zero (0) in the dial field as the Feature Access Code for accessing the trunk, the system doesn't react. This also happens if I have extensions that start with zero.
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support.
	Q	How can I show the Function Key equivalent to the functions on the Action toolbar?
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support.
	Q	How do I enable or disable Auto Transfer?
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support. This release supports the Auto Transfer on the Action toolbar (F12).
	Q	If Send All Calls (SAC) is turned ON for an extension, how would it be shown in yellow in the Hundreds Group/Busy Lamp Field?
	A	Set "SAC Notification" to "Yes" on Page/Form 2 of the Console Parameters, on the Avaya Media Server
	Q	I cannot see the "Search For" label and part of the text box and/or "Search By" text box.
	A	Change your resolution to a minimum of 1024 x 768 pixels.

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Avaya Softconsole FAQs

Attendant Queue/Agent Queue	**Q**	The "calls in queue" indicator in the status bar doesn't work, even if the attendant has calls waiting in queue.
	A	1. Program the “atd-qcalls” feature button on the Attendant form of the Avaya Media Server. 2. Configure the same feature button in the “Attendant Queue Feature” section of the Softconsole tab of Configuration Manager. 3. Verify the same feature button is correctly assigned in the Server Features tab of Configuration Manager.
	Q	The “atd-qcalls” feature is not working properly. Calls waiting in queue are not incrementing, and the blue progress bar is not appearing in the Status Bar of Softconsole.
	A	Verify that the “atd-qcalls” feature button has been programmed on the Avaya Media Server and the same feature button has been configured on the Server Features and Softconsole tabs of Configuration Manager.
	Q	When Softconsole is logged in as an Agent in an ACD/Hunt group, the “calls in queue” information is not displayed in the status bar.
	A	Program the “atd-qcalls” and “q-calls” feature buttons in the Attendant form of the Avaya Media Server. Then download the feature buttons and display buttons from the Server Download tab of Configuration Manager. This allows you to configure the required “q-calls” feature button for an agent queue in the Attendant Queue Feature section of the Softconsole tab of Configuration Manager.
	Q	There appears to be a large number of calls in queue.
	A	Wait approximately ten seconds for calls to clear from the queue.

Master Directory	**Q**	How do I schedule unattended directory downloads?
	A	The MasterDirectory scheduler feature is not available. See the Product Support Notice (PSN) titled “Unattended Directory Downloads” at www.avaya.com/support.
	Q	I cannot import directory information from Communication Manager into MasterDirectory.
	A	1. Verify the “directory” feature button is programmed on the Attendant form of the Avaya Media Server. 2. Verify the same feature button is correctly assigned in the Server Features tab of Configuration Manager. 3. Verify the “Directory Feature” section is configured in the Softconsole tab of Configuration Manager.

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Avaya Softconsole FAQs

Master Directory	**Q**	The CPU usage goes to 100% during directory imports.
	A	Upgrade to the latest release of Softconsole at www.avaya.com/support.
	Q	How does “Group Modify” work in the MasterDirectory?
	A	If you attempt a group modify on the currently indexed field (Field selected as "Search By" field), the Group Modify operation will only change one entry. Change the "Search By" field to a field other than the one you intend to perform the Group modify on and the Group Modify will then work correctly. (*Make sure you have at least two or three entries with the same data in the field you intend to perform a group Modify to verify that Group Modify was successful.*) 1. From the Entries menu, choose Group Modify. The Group Modify dialog box appears. 2. If you want to change information in a specific field for all entries currently displayed in the MasterDirectory window: a. In the Field box, select the field for which you want to modify the data and choose the New button. The Add Replace Prefix dialog box appears. b. In the Prefix box, enter the prefix that you want to replace. c. In the Change To box, enter the new prefix that you want to add to the selected field and choose the OK button. The Prefix box shows the prefix that will be changed and the prefix that will replace it. Also, the Make Changes column shows “YES” for the selected field, indicating that you have defined a new prefix. 3. Select the Ignore prefix case option if you want MasterDirectory to ignore the case (that is, uppercase or lowercase) of the prefix that is being modified. By default, the prefix replacement procedure is case sensitive. However, if you do not want this procedure to be case sensitive, enable the Ignore prefix case option. A check mark in the Ignore prefix case check box indicates that this option is enabled. 4. When you are finished, choose the OK button. A dialog box appears. 5. Choose the Yes button. The changes are made to the entries. 6. Choose the OK button. The MasterDirectory window displays all entries in the directory.

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Avaya Softconsole FAQs

General	**Q**	How can I enable/disable the ringing from the my PC's internal speaker?
	A	1. Verify the Audio Toolbar is selected in the View menu. 2. Select the center icon of the Audio Toolbar. 3. Check/uncheck the "Also play ringing through the internal PC speaker" option.
	Q	I still hear tones when I press digits in Auto Start mode.
	A	Go off hook, then hang up.
	Q	How do I start and stop Softconsole from a command line interface?
	A	Go to the directory where Softconsole is installed. • If Softconsole is running, type "Softconsole stop". • If Softconsole is not running, type "Softconsole".
	Q	Does Softconsole support "User Defined" as a display language?
	A	No.
	Q	I cannot dial out from the directory when using the headset adapter and headset is connected to the 8411D telephone.
	A	The handset of the 8411D telephone must be off-hook (off the cradle) and the speakerphone cannot be in use.
	Q	What is the status light next to button # 9 lights on the 8411 telephone?
	A	The status light next to Button # 9 on 8411 telephone provides a visual cue to connectivity with the Avaya Media Server. If the status light is green, the Softconsole is connected to the Avaya Media Server via the PassageWay interface of the 8411 telephone. If the status light is red, there is no connection. By default, Button # 9 is enabled for use by the PassageWay status lamp and can be disabled using the SHIFT – MUTE – 79 (PW) key sequence.
	Q	How can I transfer directly into another user's mailbox when using Softconsole with the Octel 250 Voice Messaging system (integrated with an Intuity AUDIX Voice Messaging system)?
	A	Octel Voice Messaging does not support the Transfer to Audix feature. Subscribers transferring calls to another user's mailbox must initiate the transfer, dial the Octel pilot number, press "*" twice, dial the other user's mailbox number, then release the call.

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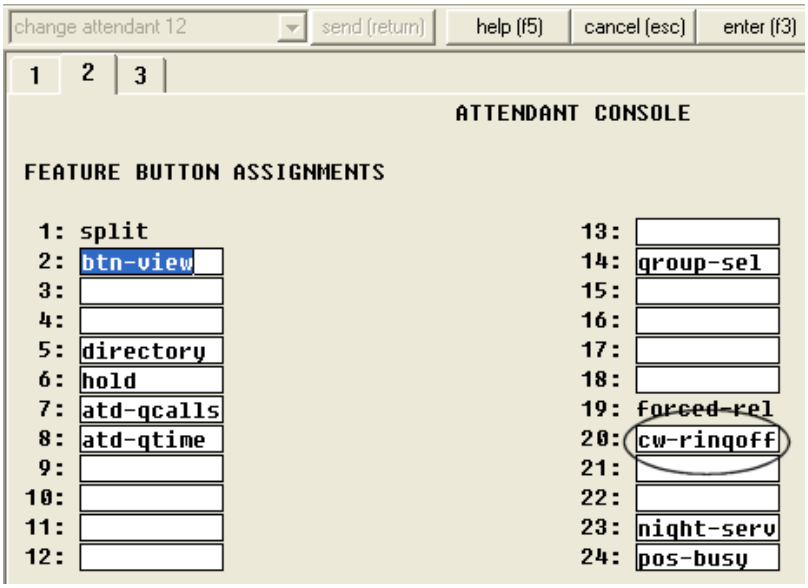
Avaya Softconsole FAQs

General	**Q**	When a second call to an attendant group is made and the attendant is busy, the first call locks up. (Attendant doesn't hear first call and hears only the beep; first caller hears the beep and attendant.)
	A	To handle the call waiting tone, program the "cw-ringoff" feature button in the Attendant form of the Avaya Media Server. Configure the same feature button in the Server Features tab of Configuration Manager. The "cw-ringoff" feature button is used to turn off/on the audible alert for calls waiting..  When the attendant is on an active call and there is an incoming call, the attendant hears the call waiting "beep" tone. At this time, click on the feature button configured as "cw-ringoff" and the attendant will not hear the call waiting "beep.”.

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